

Department of Utilities

Utilities

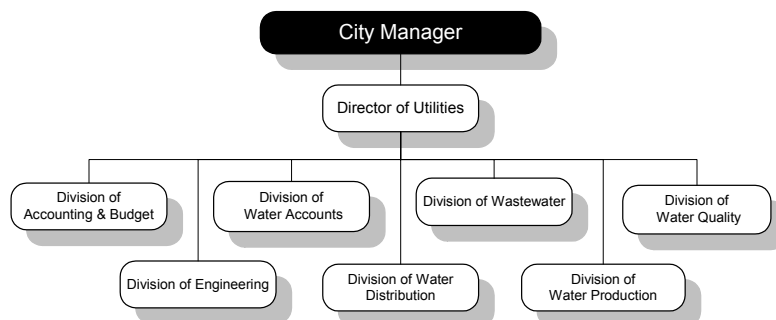
Approved Operating Budget – FY 2002-2003

Mission Statement:

The mission of the Norfolk Department of Utilities is to enhance quality of life by providing excellent water and wastewater services at the best possible value for our customers.

Core Services:

The Utilities Department serves over 700,000 retail and wholesale customers within the Hampton Roads area. Core functions of Utilities include water treatment, water distribution, operation and maintenance of Norfolk's water and wastewater systems, and customer account management. Norfolk Utilities ensures customer satisfaction through a commitment to water quality and customer service. Norfolk's water is closely monitored by our Water Quality Division to ensure that all federal and state regulations are met or exceeded. Norfolk customers can access our department through a call center, walk-in center, and emergency phone lines for urgent repair needs. The entire department prides itself on providing high quality customer service through a commitment to fast and effective response to customer inquiries and 24-hour availability for emergency service.



Budget Overview:

The total budget for the Water Fund is \$67,995,200. This is an increase of \$655,156 over the FY02 approved budget. The total budget for the Wastewater Fund is \$15,115,300. This is an increase of \$828,125 of the FY02 approved budget.

Existing agreements related to improving the operation and maintenance of sanitary sewer collection systems, as well as increased health care costs and the annualization of FY02 salaries has contributed to overall budgetary increases in both the Water and Wastewater funds. In embracing the concept of continuous improvement, the budget includes plans to further pursue grant-funding opportunities on capital improvement projects to alleviate pressures on the water rates. The department continues to market and strives to identify opportunities to sell surplus water not needed for existing customers. Additional water sales to the City of Virginia Beach in FY02 may continue in FY03, as well as a substantial sale to a potential new customer.

Water	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary	67,340,044	67,995,200
Total Permanent Positions	260	260

Wastewater	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary	14,287,175	15,115,300
Total Permanent Positions	88	88

Department of Utilities - Water

Programs and Services		FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Utility Director's Office				
Administrative and Leadership Services		10,712,274	10,239,300	8
Provide the best possible quality and value in water supply for the Hampton Roads region, and in water distribution and wastewater conveyance throughout the City of Norfolk.				
Division of Accounting & Budgeting				
Technical Support and Accounting Services		473,217	547,100	10
Provide quality financial services to all external and internal customers in a fiscally responsible and cost effective manner.				
Division of Engineering				
Engineering Services		1,887,482	2,024,500	34
Provide quality service to all customers through the management of CIP and maintenance of the City's water and wastewater infrastructure.				
Division of Water Accounts				
Account, Billing and Collection Services		1,736,889	2,937,600	36
Provide excellent customer service to Norfolk water customers in the areas of billing, meter reading, and dissemination of information.				
Division of Water Distribution				
Distribution System Services		6,141,040	4,957,700	65
Provide seamless water service for Norfolk residents by ensuring the proper operation and maintenance of the water distribution system.				
Water Production Services		16,156,964	15,653,200	98
Provide a reliable and safe water supply to customers by operating and maintaining the water treatment facilities, raw water pumping and transmission facilities, water storage tanks, and distribution pumping facilities.				

Department of Utilities – Water

	Programs and Services	FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Division of Water Quality				
	Water Quality Services	294,546	763,000	9
	Provide high quality water that meets or exceeds all state and federal regulations through careful assessment and monitoring of the raw water and treated water.			
Water Fund Debt Service				
	Debt Service	29,937,632	30,872,800	
	Pay principal and interest for bond issuances that fund the improvement of water plant facilities and infrastructure.			
Total		67,340,044	67,995,200*	260
*Approved budget incorporates annualization of FY02 salary adjustments, increased health care costs and other citywide adjustments made to the base budget.				

Departmental Requests Not Funded: None

Strategic Priority: Community Building					
Tactical Approach:					
Provide high quality water that meets all drinking water standards.					
Program Initiatives	FY00	FY01	FY02	FY03	Change
Pumpage (million gal/day)	71.37	71.16	68.63	68.83	0
Compliance with Safe Drinking Water Act (days)	366	365	365	365	0
Tactical Approach:					
Provide top quality customer service.					
Program Initiatives	FY00	FY01	FY02	FY03	Change
Call answer speed in seconds	47	35	40	36	4
% calls successfully completed	92%	95%	96%	98%	2%
% bills with meters accurately read	99.77	99.89	99.91	99.93	.02%

Department of Utilities - Water

Expenditure Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Personal Services	8,679,788	8,843,521	9,292,506	10,914,300	1,621,794
Materials, Supplies and Repairs	9,417,737	8,705,141	8,492,952	7,699,500	(793,452)
General Operations and Fixed Costs	15,160,019	13,388,220	9,891,233	9,343,500	(547,733)
Equipment	1,160,139	1,830,757	877,265	515,100	(362,165)
All Purpose Appropriations	26,527,663	(14,698,403)	8,848,456	8,650,000	(198,456)
Debt Service	16,814,953	17,510,887	29,937,632	30,872,800	935,168
Total	77,760,299	35,580,123	67,340,044	67,995,200	655,156

Revenue Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Interest on Investments	2,154,879	2,401,321	1,816,000	840,000	(976,000)
Interest Other	1,402,145	1,760,811	965,000	0*	(965,000)
Water Sales Revenue	58,512,640	58,159,505	62,886,405	63,681,700	795,295
Recovered Costs	908,345	579,242	1,361,900	1,785,200	423,300
Miscellaneous Fees	1,257,688	1,328,362	1,262,696	1,414,400	151,704
Gain on Sale of Land	62,200	361,847	13,043	23,000	9,957
Transfer From Reserve	-	-	-	250,900	250,900
Total	64,297,897	64,591,088	68,305,044	67,995,200	(309,844)

*Net of \$141,300 Interest on Capital Fund Reserves

Department of Utilities - Water

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Director of Utilities	EXE03	73,210	126,601	1		1
Public Information Specialist II	MAP06	34,994	55,943	1		1
Administrative Analyst	MAP08	39,572	63,258	1		1
Human Resources Coordinator	MAP09	42,127	67,349	1		1
Messenger/Driver	OPS03	17,236	27,557	1		1
Support Technician	OPS06	21,591	34,515	1		1
Administrative Secretary	OPS09	27,273	43,604	1		1
Accountant III	MAP06	34,994	55,943	1		1
Accounting Technician	OPS07	23,318	37,280	5		5
Accountant I	OPS10	29,537	47,217	1		1
Accountant II	OPS11	32,019	51,189	1		1
Manager of Budget & Accounting	SRM06	50,955	89,681	1		1
Asst Director of Customer Services & Mgmt	SRM09	61,378	108,025	1		1
Civil Engineer I	MAP07	37,198	59,469	2		2
Construction Inspector III	MAP07	37,198	59,469	1		1
Civil Engineer II	MAP10	44,882	71,750	1		1
Civil Engineer III	MAP11	47,854	76,502	2		2
Civil Engineer IV	MAP12	51,061	81,628	1		1
Engineering Aide	OPS05	20,010	31,990	2		2
Support Technician	OPS06	21,591	34,515	3		3
Construction Inspector I	OPS09	27,273	43,604	8		8
Engineering Technician I	OPS09	27,273	43,604	4		4
Instrument Technician	OPS09	27,273	43,604	1		1
Engineering Technician II	OPS10	29,537	47,217	4		4
Construction Inspector II	OPS11	32,019	51,189	3		3
Safety Specialist	OPS11	32,019	51,189	1		1
Engineering Manager	SRM08	57,605	101,385	1		1
Administrative Assistant II	MAP03	29,266	46,785	1		1
Collection Coordinator	MAP05	32,945	52,668	1		1
General Utility Supervisor	MAP07	37,198	59,469	1		1
Maintenance Worker I	OPS03	17,236	27,557	1		1
Maintenance Worker II	OPS04	18,563	29,678	2		2
Engineering Aide	OPS05	20,010	31,990	1		1
Utility Maintenance Mechanic I	OPS05	20,010	31,990	13		13

Department of Utilities - Water

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Support Technician	OPS06	21,591	34,515	2		2
Accounting Technician	OPS07	23,318	37,280	13		13
Utility Maintenance Mechanic II	OPS08	25,206	40,295	2		2
Utility Customer Service Manager	SRM06	50,955	89,681	1		1
Administrative Assistant II	MAP03	29,266	46,785	1		1
General Utility Supervisor	MAP07	37,198	59,469	2		2
Assistant Superintendent of Utility Division	MAP11	47,854	76,502	1		1
Custodian	OPS02	16,019	25,610	1		1
Maintenance Worker I	OPS03	17,236	27,557	1		1
Maintenance Worker II	OPS04	18,563	29,678	18		18
Equipment Operator II	OPS06	21,591	34,515	10		10
Support Technician	OPS06	21,591	34,515	2		2
Accounting Technician	OPS07	23,318	37,280	1		1
Crew Leader I	OPS08	25,206	40,295	11		11
Equipment Operator III	OPS08	25,206	40,295	3		3
Engineering Technician I	OPS09	27,273	43,604	1		1
Utility Maintenance Supervisor	OPS10	29,537	47,217	11		11
Utility Operations Manager	SRM07	54,140	95,286	1		1
Programmer Analyst III	ITM02	39,754	63,552	2		2
Programmer Analyst IV	ITM03	42,397	67,777	3		3
Application Development Team Supervisor	ITM06	51,576	82,452	1		1
Reservoir Manager	MAP05	32,945	52,668	1		1
Utility Planner	MAP06	34,994	55,943	1		1
General Utility Supervisor	MAP07	37,198	59,469	4		4
Assistant Superintendent of Utility Division	MAP11	47,854	76,502	1		1
Civil Engineer III	MAP11	47,854	76,502	1		1
Water Treatment Supervisor	MAP11	47,854	76,502	2		2
Maintenance Worker I	OPS03	17,236	27,557	7		7
Office Assistant	OPS03	17,236	27,557	1		1
Maintenance Worker II	OPS04	18,563	29,678	6		6
Engineering Aide	OPS05	20,010	31,990	1		1
Utility Maintenance Mechanic I	OPS05	20,010	31,990	13		13
Equipment Operator II	OPS06	21,591	34,515	2		2

Department of Utilities - Water

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Waterworks Operator I	OPS06	21,591	34,515	4		4
Accounting Technician	OPS07	23,318	37,280	1		1
Crew Leader I	OPS08	25,206	40,295	2		2
Equipment Operator III	OPS08	25,206	40,295	1		1
Utility Maintenance Mechanic II	OPS08	25,206	40,295	1		1
Water Treatment Plant Maintenance Technician	OPS08	25,206	40,295	11		11
Waterworks Operator II	OPS08	25,206	40,295	5		5
Utility Maintenance Mechanic III	OPS09	27,273	43,604	1		1
Data Quality Control Manager	OPS10	29,537	47,217	1		1
Electronics Technician II	OPS10	29,537	47,217	4		4
Waterworks Operator III	OPS10	29,537	47,217	2		2
Construction Inspector II	OPS11	32,019	51,189	1		1
Senior Utility Maintenance Supervisor	OPS11	32,019	51,189	2		2
Waterworks Operator IV	OPS11	32,019	51,189	14		14
Water Production Manager	SRM07	54,140	95,286	1		1
Assistant Director Utilities	SRM09	61,378	108,025	1		1
Water Chemist	MAP05	32,945	52,668	6		6
Senior Water Chemist	MAP07	37,198	59,469	2		2
Water Quality Manager	SRM05	48,026	84,525	1		1
Total				260	0	260

Department of Utilities - Wastewater Fund

Programs and Services		FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Wastewater Construction & Maintenance				
Wastewater Construction & Maintenance Contribute to the quality of life and health of Norfolk residents through the operation, maintenance, and repair of the wastewater collection system.		7,554,481	8,432,300	88
Wastewater Fund Debt Service				
Debt Service Pay bond principal and interest for bond issues that fund the improvement of wastewater infrastructure.		6,732,694	6,683,000	
Total		14,287,175	15,115,300*	88
*Approved budget incorporates annualization of FY02 salary adjustments, increased health care costs and other citywide adjustments made to the base budget.				

Departmental Requests Not Funded:

Strategic Priority: Community Building					
Tactical Approach: Maintain the city's wastewater collections system by responding to all emergency repair requests as quickly as possible.					
Program Initiatives	FY00	FY01	FY02	FY03	Change
Emergency Repair Requests	14,190	15,392	15,500	15,500	0
Tactical Approach: Foster a healthy and safe environment for residents by minimizing the number of sanitary sewer overflows.					
Program Initiatives	FY00	FY01	FY02	FY03	Change
Sanitary Sewer Overflows	NA	506	250	250	0
Expenditure Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Personal Services	2,543,580	2,825,197	3,024,077	3,448,300	424,223
Materials, Supplies and Repairs	1,620,414	1,628,394	1,894,398	1,772,900	(121,498)
General Operations and Fixed Costs	1,983,438	1,133,927	1,517,056	1,797,200	280,144
Equipment	773,900	304,240	818,950	611,400	(207,550)
All Purpose Appropriations	-2,943,854	922,139	300,000	802,500	502,500
Debt Service	2,651,364	2,475,606	6,732,694	6,683,000	49,694
Total	6,628,842	9,289,503	14,287,175	15,115,300	828,125

Wastewater Fund

Revenue Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Interest on Investments	776,263	468,315	568,000	21,200*	(546,800)
Fees-Wastewater Maintenance	13,674,687	12,047,612	14,001,980	15,026,200	1,024,220
Recovered Costs	3,164	5,585	5,585	9,500	3,915
Water / Waste Water	50,250	54,225	39,975	43,800	3,825
Gain on Sale of Land	-	14,636	14,635	14,600	(35)
Total	15,145,300	15,590,373	14,630,175	15,115,300	485,125

*Net of \$30,000 Interest on Capital Fund Reserves

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
General Utility Supervisor	MAP07	37,198	59,469	2		2
Assistant Superintendent of Utility Division	MAP11	47,854	76,502	2		2
Maintenance Worker I	OPS03	17,236	27,557	10		10
Senior Custodian	OPS03	17,236	27,557	1		1
Maintenance Worker II	OPS04	18,563	29,678	19		19
Utility Maintenance Mechanic I	OPS05	20,010	31,990	6		6
Equipment Operator II	OPS06	21,591	34,515	5		5
Support Technician	OPS06	21,591	34,515	2		2
Painter I	OPS07	23,318	37,280	1		1
Crew Leader I	OPS08	25,206	40,295	13		13
Equipment Operator III	OPS08	25,206	40,295	11		11
Engineering Technician I	OPS09	27,273	43,604	2		2
Data Quality Control Manager	OPS10	29,537	47,217	1		1
Utility Maintenance Supervisor	OPS10	29,537	47,217	9		9
Senior Utility Maintenance Supervisor	OPS11	32,019	51,189	4		4
Total				88		88

Environmental Storm Water Utility Fund

Approved Operating Budget – FY 2002-2003

Mission Statement:

The Division of Environmental Storm Water Management's mission is twofold: improve the quality of storm water runoff by reducing pollutants entering the storm water system; and minimize property damage and inconvenience associated with flooding.



Budget Overview:

The budget for the Environmental Storm Water Utility Fund is \$8,413,000. This is a \$454,810 increase from FY02. The budget incorporates the annualization of salaries and increased health costs.

The Environmental Stormwater Utility Fund is funded at a maintenance level consistent with the prior year. Costs are totally funded by user fees, no fee increases are provided in the FY03 Storm Water budget. The budget also reflects a transfer to the General Fund in the amount of \$890,000. This transfer is possible due to cost savings from bond sales. The transfer does not negatively impact the storm water rates

	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary	7,958,190	8,413,000
Total Permanent Positions	74	74

Environmental Storm Water Utility Fund

	Programs and Services	FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Storm Water System Operation & Maintenance	Provide the operation and maintenance of the storm water system including repairs to existing infrastructure, continuous cleaning of the system and infrastructure upgrades in areas with insufficient drainage.	3,364,345	3,782,402	52
Street Sweeping	Provide street sweeping throughout the City to remove debris that impedes the flow of storm water resulting in flooding; reduce the amount of pollutants entering the City's storm water system; and maintain a clean and appealing environment.	1,606,753	1,558,712	22
Storm Water CIP Debt Service	Provide funds for CIP & CIP Debt Service for storm water projects on an annual basis. The amount is increased over the prior year reflecting increase in cash financing of Capital Projects.	2,987,092	3,071,886	
Total		7,958,190	8,413,000*	74
*Approved budget incorporates annualization of FY02 salary adjustments, increased health cost and other citywide adjustments made to the base budget.				

Departmental Requests Not Funded: None

Strategic Priority: Community Building, Public Safety

Tactical Approach:

Minimize property damage and inconvenience resulting from flooding.

Program Initiatives	FY00	FY01	FY02	FY03	Change
Number of drain structures cleaned	7,725	8,000	8,000	8,000	0
Linear feet of ditches cleaned	127,478	150,000	20,000	150,000	130,000

Strategic Priority: Community Building, Regional Partnerships

Tactical Approach:

To improve the water quality of storm water run off.

Program Initiatives	FY00	FY01	FY02	FY03	Change
Curb miles swept	48,391	60,000	60,000	60,000	0
Illegal discharges corrected	100	150	100	100	0

Environmental Storm Water Utility Fund

Expenditure Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Personal Services	2,256,617	2,255,513	2,455,313	2,830,900	375,587
Materials, Supplies, and Repairs	959,355	760,012	838,939	827,900	(11,039)
General Operations / Fixed Costs	393,785	361,895	452,111	1,345,900	893,789
Equipment	319,785	567,723	460,320	460,200	(120)
All Purpose Appropriations	881,000	839,000	764,415	766,200	1,785
Debt Service	2,885,626	1,323,312	2,987,092	2,181,900	(805,192)
Total	7,696,168	6,107,455	7,958,190	8,413,000	454,810

Revenue Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
From: Use of Money & Property	95,288	66,916	50,000	40,000	(10,000)
Charges for Services transfer from Fund	7,239,079	7,267,759	7,373,000	7,373,000	0
Total	7,334,367	7,334,675	7,423,000	7,413,000	(10,000)

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Public Information Specialist II	MAP06	34,994	55,943	1		1
Management Analyst II	MAP08	39,572	63,258	1		1
Environmental Engineer	MAP09	42,127	67,349	1		1
Storm Water Asst Supt	MAP09	42,127	67,349	1		1
Civil Engineer II	MAP10	44,882	71,750	2		2
Civil Engineer III	MAP11	47,854	76,502	2		2
Storm Water Operations Manager	MAP11	47,854	76,502	1		1
Maintenance Worker I	OPS03	17,236	27,557	17		17
Maintenance Worker II	OPS04	18,563	29,678	2		2
Utility Maintenance Mechanic I	OPS05	20,010	31,990	1		1
Automotive Service Attendant	OPS06	21,591	34,515	1		1
Equipment Operator II	OPS06	21,591	34,515	8		8
Support Technician	OPS06	21,591	34,515	2		2

Environmental Storm Water Utility Fund

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Accounting Technician	OPS07	23,318	37,280	1		1
Crew Leader I	OPS08	25,206	40,295	7		7
Equipment Operator III	OPS08	25,206	40,295	11		11
Engineering Technician I	OPS09	27,273	43,604	1		1
Equipment Operator IV	OPS09	27,273	43,604	1		1
Accountant I	OPS10	29,537	47,217	1		1
Engineering Technician II	OPS10	29,537	47,217	1		1
Environmental Specialist I	OPS10	29,537	47,217	1		1
Utility Maintenance Supervisor	OPS10	29,537	47,217	4		4
Landscape Coordinator I	OPS11	32,019	51,189	1		1
Senior Utility Maintenance Supervisor	OPS11	32,019	51,189	2		2
Environmental Specialist II	OPS12	34,740	55,535	1		1
Manager of Budget & Accounting	SRM06	50,955	89,681	1		1
Storm Water Engineer	SRM07	54,140	95,286	1		1
Total				74	0	74

Parking Facilities Fund

Parking Facilities Fund

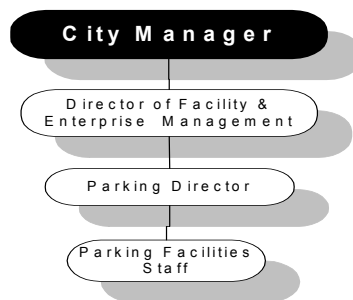
Approved Operating Budget – FY 2002-2003

Mission Statement:

The Division of Parking, through the efforts of all employees dedicated to excellence, shall provide safe, convenient and affordable parking services to the citizens, visitors and businesses in Norfolk.

Core Services:

To meet the needs of downtown workers, residents, students, shoppers, and tourists, the City of Norfolk's Parking Division operates and maintains the City's parking system. This includes over 18,000 public parking spaces located in 14 garages, 16 lots and approximately 500 on-street spaces. Safe, convenient and affordable parking is provided to all patrons through the efficient management of the City's parking resources.



Budget Overview:

The Parking Facilities Fund budget is \$18,170,000. This is an increase of \$937,492, over FY02 approved budget. The estimated revenues will adequately provide for planned enhancements and initiatives. The debt of the Parking Facilities system is largely revenue bonds secured by parking revenues and the limited liability of the City. Since this debt doesn't encumber the full-faith and credit of the City, the Parking Facilities Fund revenues and resources on-hand need to be sufficient for creditor expectations and to sustain unanticipated financial downturns. The rate structure in place must be continuously reviewed to assure adequacy to cover expenses and required reserves. Shortly, the Fund will need to establish, for the first time, a rate structure for residential parkers in the system's facilities.

Selected Service Highlights:

Parking Facilities Fund has presented several enhancements aimed at improving service to Downtown and increasing parking revenues. These enhancements include providing parking for cruise ship patrons (\$68,400), implementing a "collect-on-entry" procedure at Waterside (\$17,224), and improving operations at the new West Plume Street Garage (\$161,144).

	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary	17,232,508	18,170,000
Total Permanent Positions	76	76

Parking Facilities Fund

	Programs and Services	FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Administration & Finance	Provide leadership, administration, and financial management to ensure quality service and financial integrity of the Parking Enterprise Fund.	1,537,904	1,911,600	15
Operations	Provide for the daily management and staffing of all parking facilities.	3,718,199	3,851,700	29
Maintenance	Includes repair, maintenance and custodial services for all parking garages and surface lots.	2,387,532	2,296,100	21
Enforcement	Enforces Norfolk Code requirements regarding parking. Includes issuance of parking tickets, processing and collection services.	383,027	452,200	11
Security	Security is provided by the roving patrol, using Norfolk Police Officers in all parking facilities.	310,000	310,000	0
Debt	As an Enterprise Fund, the Parking Facilities Fund provides coverage for both General Obligation and Revenue Bond Debt Service attributed to the Fund.	8,895,846	9,348,400	0
Total		17,232,508	18,170,000*	76
*Approved budget increases incorporates FY02 annualization of salary adjustments, increased health cost and other citywide adjustments made to the base budget.				

Departmental Requests Not Funded: None

Strategic Priority: Economic Development

Tactical Approach:

Provide customer satisfaction through ultimate service, clean, accommodating facilities and maintaining periodic communication with customers in order to be proactive towards possible areas of complaints.

Program Initiatives	FY00	FY01	FY02	FY03	Change
Percentage of customer complaints	2%	1%	1%	1%	0
Customer surveys	2	2	4	2	-2

Tactical Approach:

Provide effective, timely and responsible administration of the financial transactions, attaining the highest caliber of financial accountability that results in a Parking Facilities Fund surplus.

Program Initiatives	FY00	FY01	FY02	FY03	Change
Budget revenue bond coverage	2.03	1.87	2.00	1.75	-.25
Budget general obligation coverage	1.42	1.47	1.48	1.08	-.40

Parking Facilities Fund

Strategic Priority: Economic Development

Tactical Approach:

Provide excellent internal business practices in handling the monitoring, maintenance and replacement of equipment and facilities to satisfy our stakeholders and customers.

Program Initiatives	FY00	FY01	FY02	FY03	Change
Days to process work orders	1	1	1	1	0
Percentage of errors on attendant reports	5%	3%	2%	2%	0

Tactical Approach:

Provide opportunities that foster employee training, innovative practices and quality performance.

Program Initiatives	FY00	FY01	FY02	FY03	Change
Staff Training:	90	90	85	85	0
Percentage of financial staff	90%	90%	85%	85%	0
Percentage of operating staff	N/A	40	50	90	40
Percentage of safety (new training)	-	-	-	-	-

Expenditure Summary

	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Personal Services	2,179,094	2,129,134	2,716,173	3,144,300	428,127
Materials, Supplies, & Repairs	657,153	733,845	1,158,637	1,086,800	(71,837)
General Operations & Fixed Cost	2,524,077	2,702,469	3,401,870	3,700,600	298,730
Equipment	38,253	28,651	304,982	142,600	(162,382)
All Purpose Appropriation	0	84,524	755,000	747,300	(7,700)
Debt	8,671,189	8,645,408	8,895,846	9,348,400	452,554
Total	14,069,766	14,324,031	17,232,508	18,170,000	937,492

Revenue Summary

	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Fines & Forfeitures	1,282,558	1,283,281	1,400,000	1,450,000	50,000
Revenue-Use of Money/Property	871,160	1,054,576	265,500	260,000	(5,500)
Charges for Services	13,422,622	14,966,410	17,295,340	16,771,700	(523,640)
Retained Earnings Utilization					
Total	15,576,340	17,304,267	18,960,840	18,481,700	(479,140)

Parking Facilities Fund

Capital Improvement Impact

The replacement of the Boush Street Garage has been approved and is currently anticipated to open in FY 05. A full year of operating and debt service expenses is estimated to be \$1,206,000; \$256,000 and \$950,000, respectively.

Departmental Staff Summary

	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Parking Supervisor	MAP02	27,615	44,146	5		5
Collection Coordinator	MAP05	32,945	52,668	1		1
Accountant III	MAP06	34,994	55,943	1		1
Public Services Coordinator I	MAP06	34,994	55,943	1		1
Maintenance Supervisor II	MAP07	37,198	59,469	1		1
Parking Manager	MAP07	37,198	59,469	1		1
Administrative Analyst	MAP08	39,572	63,258	1		1
Parking Administrator	MAP09	42,127	67,349	1		1
Enterprise Controller	MAP12	51,061	81,628	1		1
Maintenance Worker I	OPS03	17,236	27,557	12		12
Office Assistant	OPS03	17,236	27,557	1		1
Customer Service Representative	OPS04	18,563	29,678	25		25
Maintenance Worker II	OPS04	18,563	29,678	2		2
Meter Monitor	OPS04	18,563	29,678	10		10
Accounting Technician	OPS07	23,318	37,280	5		5
Painter I	OPS07	23,318	37,280	1		1
Administrative Technician	OPS08	25,206	40,295	1		1
Crew Leader I	OPS08	25,206	40,295	2		2
Maintenance Mechanic II	OPS08	25,206	40,295	2		2
Electrician II	OPS09	27,273	43,604	1		1
Parking Director	SRM06	50,955	89,681	1		1
Total				76	0	76

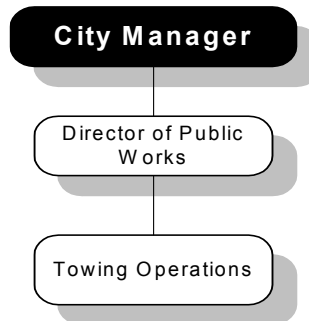
Towing Fund

Towing and Recovery Operations Fund

Approved Operating Budget – FY 2002-2003

Mission Statement:

The Division of Towing and Recovery Operation's mission is to improve neighborhood livability by providing reliable dispatching of towing services, storage of vehicles and recovery or disposal of vehicles.



Budget Overview:

The budget for the Division of Towing Operations is \$1,045,400. This is a 95,400 increase from FY02. The budget incorporates the annualization of salaries and increased health costs. There are no towing related fee increases proposed in FY03.

Selected Service Highlights:

The Operating Budget authorizes the Division of Towing Operations to become a Special Revenue Fund that will allow the operation to accurately reflect its financial performance and allow the reinvestment of revenues directly back into the towing operation. The Operating Budget does not include a General Fund subsidy for FY03.

The Operating Budget provides funding for the merger of two existing storage lots. The Goff Street facility will be relocated to South Main Street. The relocation will increase efficiency and reduce operating costs. The budget also incorporates site beautification at the South Main Street facility, sidewalk improvements and fencing.

	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary	950,000	1,045,400
Total Permanent Positions	9	9

Towing & Recovery Operations Fund

	Programs and Services	FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Towing & Recovery	Provides dispatching of towing services working with the police and public health departments for towing of nuisance and abandoned vehicles, vehicles that violate traffic and parking regulations, vehicles in accidents, and stolen vehicles. Provides storage and recovery operations or disposal services for vehicles.	950,000	1,045,400	9
Total		950,000	1,045,400*	9

*Approved budget increase incorporates FY02 annualization of salary adjustments, increased health cost and other citywide adjustments made to the base budget.

Departmental Requests Not Funded: None

Strategic Priority: Community Building, Public Safety

Tactical Approach:

Minimize the number of inoperable nuisance and abandoned motor vehicles from City neighborhoods and streets

Program Initiatives	FY00	FY01	FY02	FY03	Change
Number of nuisance vehicles removed		280	1,434	1,500	66
Number of abandoned vehicles removed		199	718	750	32

Strategic Priority: Public Safety

Tactical Approach:

Assist Norfolk Police & Fire Departments with their investigations

Program Initiatives	FY00	FY01	FY02	FY03	Change
Number of Police & Fire Departments vehicle requested tows		2,446	2,950	3,300	350

Towing & Recovery Operations Fund

Expenditure Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Personal Services	-	-	290,800	296,500	5,700
Materials, Supplies, and Repairs	-	-	61,800	61,800	-
General Operations / Fixed Costs	-	-	592,100	681,800	89,700
Equipment	-	-	5,300	5,300	-
All Purpose Appropriations	-	-	-	-	-
Total			950,000	1,045,500	95,400

Revenue Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Towing Fees	0	438,319	485,000	546,100	61,100
Sale of Salvage Material	0	429,691	465,000	499,300	34,300
Total	0	868,000	950,000	1,045,400	95,400

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Administrative Assistant II	MAP03	29,266	46,785	1		1
Accounting Technician	OPS07	23,318	37,280	7		7
Towing Operations Manager	SRM03	42,844	75,405	1		1
Total				9	0	9

Nauticus – Maritime Center

Nauticus Maritime Center

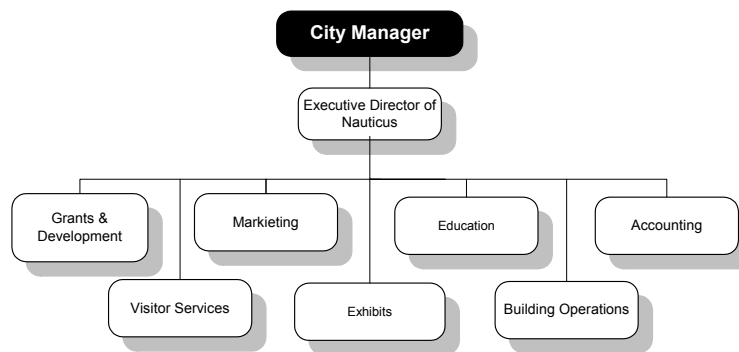
Approved Operating Budget – FY 2002-2003

Mission Statement:

Promote the science, history and developing technologies of the oceans, bays and rivers in an educational and entertaining way.

Core Services:

Nauticus, a science and technology center focusing on the power of the sea, is a major tourist destination, attracting more than 500,000 guests annually. It serves as an educational resource by offering structured Virginia SOL-based programs to school-age children both locally and regionally. In addition, it serves as a community resource by offering a variety of programs and workshops, memberships, and volunteer opportunities that appeal to diverse audiences. Nauticus is the home of the Battleship Wisconsin, America's largest and last battleship. Nauticus also offers retail shopping experiences, a full-service restaurant, and facilities rental services.



Budget Overview:

The total budget for the Nauticus Maritime Center is \$4,041,500. This is an increase of \$235,881 over the FY02 approved budget. Nauticus is reflected in a special revenue fund to which the General Fund provides financial support for Nauticus' operations through a \$500,000 supplement as the organization continues to move towards self-sufficiency.

Although no enhancements are funded for Nauticus this year, organizational restructuring is planned to streamline activities and enhance customer service. This reorganization results in position shifts, which are reflected in the personnel summary. In FY02, Norfolk experienced the berthing of the USS Wisconsin adjacent to the Maritime Center. The USS Wisconsin has proved to be a major attraction generating an increase in admissions for Nauticus. In addition, Nauticus has initially been assigned to coordinate port calls for some of the nation's most popular cruise lines, including Carnival and Royal Caribbean. This new venture is anticipated to generate consistent revenues for the City.

	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary	3,805,619	4,041,500
Total Permanent Positions	41	39

Nauticus Maritime Center

	Programs and Services	FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Visitor Services	Provide service to support general operations of the museum, and to ensure a well maintained, safe and clean facility	851,141	1,219,268	10
Educational Programming	Produce and promote education-related or educational programs and exhibits targeting the general public and school students. Ensure educational programs incorporate the Virginia Standards of Learning.	407,298	282,207	4
Operation, Administration, & Support	Operations - provide administrative support, leadership, and overall management and coordination of services. Support - procure, set-up, operate, maintain, develop, and promote Nauticus' facility.	1,599,609	1,759,503	21
Gift Shop	Operate a specialty retail outlet offering decorative, educational and novelty gift items to our visitors. Coordinate and implement collectable promotional items for the <i>USS Wisconsin</i> .	647,681	678,811	2
Special Events & Conference Management	Assemble and coordinate Special Events by promoting activities with local businesses, civic groups, maritime organizations, memberships, and public schools in the Hampton Roads areas.	299,890	101,711	2
Total		4,305,619	4,041,500*	39
*Approved budget incorporates annualization of FY02 salary adjustments, increased health care costs, and other citywide adjustments made to the base budget.				

Departmental Requests Not Funded: None

Strategic Priority: Economic Development, Education

Tactical Approach:

To promote Nauticus as a fun and exciting interactive science center with a maritime theme for both general visitation and school-based learning.

Nauticus Maritime Center

Expenditure Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Personal Services	1,340,893	1,337,353	1,884,176	1,935,418	51,242
Materials, Supplies, and Repairs	520,240	516,013	775,500	782,326	6,826
General Operations and Fixed Costs	553,030	521,171	731,693	776,257	44,564
Equipment	17,750	5,000	414,250	7,499	(406,751)
All Purpose Appropriations	243,770	243,000	-	540,000	540,000
Total	2,675,683	2,622,537	3,805,619	4,041,500	235,881

Revenue Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Admissions	886,000	1,199,900	1,625,610	1,553,179	(72,431)
Membership	25,000	35,000	34,000	50,000	16,000
Retail, Food, & Merchandise	476,000	475,000	852,000	1,150,000	298,000
Facility Rental	145,000	220,000	298,298	155,000	(143,298)
Fed Gov't. Special Revenue	250,000	260,000	247,460	223,321	(24,139)
Recreational Activities (Cruise Ships)	-	-	218,251	300,000	81,749
Revenue - Other Miscellaneous	24,000	30,000	30,000	110,000	80,000
General Fund Supplement	-	-	500,000	500,000	0
Total	1,806,000	2,219,900	3,805,619	4,041,500	235,881

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Manager of Visitor Services	MAP07	37,198	59,469	1	(5)	1
Public Relations Specialist	MAP07	37,198	59,469	1		1
Education Manager	MAP09	42,127	67,349	1		1
Manager of Visitor Marketing	MAP10	44,882	71,750	1		1
Visitor Services Assistant	OPS06	21,591	34,515	11		6
Marine Life Specialist	OPS08	25,206	40,295	1		1
Education Specialist	OPS08	25,206	40,295	3		3
Administrative Analyst II	CTY	38,718	61,549	1		1

Nauticus Maritime Center

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Director of Maritime Center	EXE03	73,210	126,601	1		1
Accountant IV	MAP09	42,127	67,349	1		1
Grants & Development Coordinator	MAP09	42,127	67,349	1		1
Management Analyst III	MAP09	42,127	67,349	1		1
Support Technician	OPS06	21,591	34,515	1		1
Accounting Technician	OPS07	23,318	37,280	2		2
Administrative Secretary	OPS09	27,273	43,604	1		1
Accountant I	OPS10	29,537	47,217	1		1
Assistant Director of Maritime Center	SRM07	54,140	95,286	1		1
Sales Representative	MAP06	34,994	55,943	2		2
Maintenance Supervisor I	MAP05	32,945	52,668	1		1
Maritime Operations Manager	MAP09	42,127	67,349	1		1
Maintenance Mechanic I	OPS07	23,318	37,280	2		2
Maintenance Mechanic II	OPS08	25,206	40,295	1		1
Electronics Technician I	OPS09	27,273	43,604	1		1
Operations Manager	MAP10	44,882	71,750	0	1	1
Administrative Services Manager	MAP10	44,882	71,750	0	1	1
Visitor Services Specialist	MAP04	31,039	49,621	0	2	2
Electronics Technician II	OPS10	29,537	47,217	3	(1)	2
Total				41	(2)	39

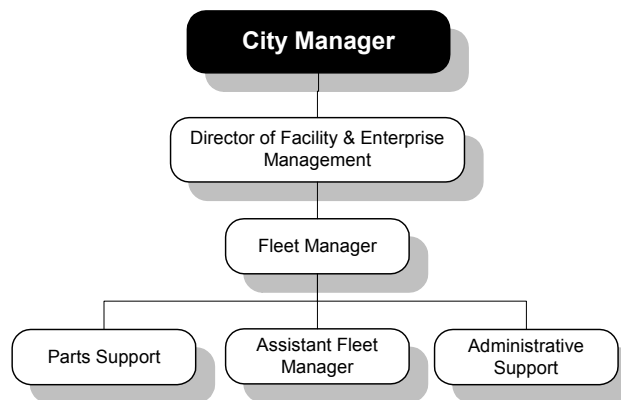
Fleet Management

Fleet Management

Approved Operating Budget – FY 2002-2003

Mission Statement:

The Bureau shall continually strive to be recognized as a team of Fleet Professionals who provide quality maintenance and fueling services to all customers, whether internal or external; to ensure safe, operable vehicles and equipment in support of City programs; and to use City resources in the most efficient way possible.



Budget Overview:

The total budget for Fleet Management is \$6,688,000. This is a decrease of \$229,824 below the FY02 approved budget. Fleet Management is planning to restructure its operations in FY03 to make better use of personnel and equipment in service delivery.

	FY 2001-2002 Actual	FY 2001-2002 Total Approved
Resource Summary	6,941,824	6,712,000
Total Permanent Positions	72	67

Fleet Management

	Programs and Services	FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Vehicle Maintenance, Repair and Replacement	Provide equipment acquisition, registration and new vehicle preparation. Performs preventive and corrective maintenance, road service, accident and body repair, replacement analysis for over 1,800 vehicles, and responsible for equipment disposal.	4,750,622	5,073,200	72
Fueling	Provide fuel for internal and external customers twenty-four hours per day, seven days a week at both City and vendor sites.	1,584,793	1,638,800*	
Total		6,335,415	6,712,000*	67

*Approved budget incorporates annualization of FY02 salary adjustments, increased health care cost and other citywide adjustments made to the base budget.

Departmental Requests Not Funded: None

Expenditure Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Personal Services	2,319,881	2,412,443	2,579,653	2,744,500	164,847
Materials, Supplies and Repairs	3,678,854	3,543,589	4,134,176	3,685,600	(448,576)
General Operations and Fixed Costs	53,322	44,728	58,052	123,900	65,848
Equipment	60,341	0	169,943	158,000	(11,943)
All Purpose Appropriations	0	148,450	0	0	0
Total	6,112,398	6,149,210	6,941,824	6,712,000	(229,824)

Fleet Management

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Administrative Assistant II	MAP03	29,266	46,785	1		1
Fleet Coordinator	MAP06	34,994	55,943	1		1
Automotive Maintenance Operation Manager	MAP07	37,198	59,469	4		4
Automotive Parts Operations Manager	MAP07	37,198	59,469	1		1
Assistant Fleet Maintenance Manager	MAP11	47,854	76,502	1		1
Storekeeper I	OPS05	20,010	31,990	5		5
Automotive Service Attendant	OPS06	21,591	34,515	7		7
Support Technician	OPS06	21,591	34,515	4		4
Storekeeper II	OPS07	23,318	37,280	2		2
Auto body Repair Mechanic	OPS08	25,206	40,295	3	-3	0
Automotive Repair Technician	OPS09	27,273	43,604	22	-1	21
Welder	OPS09	27,273	43,604	2	-1	1
Automotive Machinist	OPS10	29,537	47,217	2		2
Senior Auto body Repair Mechanic	OPS10	29,537	47,217	1		1
Senior Automotive Repair Technician	OPS11	32,019	51,189	15		15
Fleet Maintenance Manager	SRM07	54,140	95,286	1		1
Total				72	-5	67

Emergency Operations Center

Emergency Operations Center

Approved Operating Budget – FY 2002-2003

Mission Statement:

Provide quality and cost-effective radio and electronic services to City departments and agencies.

Core Services:

Emergency Telecommunications and Emergency Preparedness and Operations are among the core services delivered through Public Safety Support. The division is responsible for maintaining and enhancing the emergency communications network to the City departments and agencies.

The Emergency Operations Center ensures that citizens and employees are provided with awareness and emergency preparedness information in an effort to minimize the potential for loss of life and property. The department contributes to the safety of all by operating the Emergency Communications Center (911) for all phone calls, including cellular calls originating within the City.

Budget Overview:

The total budget of the Emergency Operations Center is \$4,148,000. The 2000 General Assembly passed a bill which required all direct costs associated with the E-911 services to be separated from other costs. In FY2003, the Emergency Operations Center will be a Special Revenue Fund to account for these costs. An increase in the E-911 tax of \$.20 is approved for FY03. The remaining costs for Emergency Preparedness will continue to be funded in the General Fund. Projections for the Special Revenue Fund are as follows:

Description	Revenue	Expenditures
E-911 tax at \$2.20	3,119,000	
E-911 expenditures		3,869,000
E-911 tax increase at \$2.40	300,000	
Wireless Revenue	450,000	
Total	3,869,000	3,869,000

	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary (Special Revenue)	N/A	3,869,000
General Fund	3,984,855	279,000
Total Permanent Positions	85	85

Public Safety Support

	Programs and Services	FY 2002 Approved	FY 2003 Approved	Full-Time Position
Emergency Services	Contribute to a safe city environment in which Norfolk citizens can feel safe and secure by manning and operating the City's only 911 Emergency Communications Center (ECC), answering all 911 and non-emergency phone calls originating in the City for police, fire, and paramedic/rescue calls.	3,658,514	4,148,000	85
Total		3,658,514	4,148,000*	85

*Approved budget incorporates annualization of FY02 salary adjustments, increased health cost and other citywide adjustments made to the base budget.

Departmental Requests Not Funded:

Uniforms	\$55,000
Total	\$55,000

Strategic Priority: Public Safety

Tactical Approach: Emergency Operations Center

To maintain and continually enhance an integrated, cost-effective safety emergency communications network.

Program Initiatives	FY00	FY01	FY02	FY03	Change
Dispatched calls (annual basis)	420,000	425,000	425,000	425,000	0

Expenditure Summary

	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Emergency (Special Revenue)				3,869,000	3,869,000
General Fund	3,222,510	3,524,832	3,658,514	279,000	(3,379,514)
Total	3,222,510	3,524,832	3,658,514	4,148,000	489,486

Revenue Summary

	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Emergency 911 Tax	3,424,130	3,249,583	4,045,105	3,419,000*	(626,105)
Wireless Revenue	153,239	222,306	0	450,000*	450,000
Civil Services-Emergency	70,399	56,381	83,227	69,800	(13,427)
Emergency Service Reports	228	864	500	500	0
Total	3,647,996	3,529,134	4,128,832	3,939,300	(189,532)

*The Emergency 911 Tax and Wireless Revenue are accounted for in the Special Revenue Fund. This totals \$3,869,000.

Public Safety Support

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Civil Emergency Services Coordinator	EXE01	58,133	100,403	1		1
Technical Systems Administrator	ITO06	31,603	50,525	1		1
Chief Training Officer-CUES	MAP07	37,198	59,469	1		1
Deputy Emergency Services Coordinator	MAP12	51,061	81,628	2		2
Support Technician	OPS06	21,591	34,515	1		1
Public Safety Telecommunication Trainee	OPS07	23,318	37,280	12		12
Administrative Technician	OPS08	25,206	40,295	1		1
Public Safety Telecommunication I	OPS08	25,206	40,295	9		9
Public Safety Telecommunication II	OPS10	29,537	47,217	48		48
Public Safety Telecommunication III	OPS13	37,727	60,314	9		9
Total				85	0	85

Cemeteries

Cemeteries

Approved Operating Budget – FY 2002-2003

Mission Statement:

The mission of the Bureau of Cemeteries is to provide excellent cemetery services and preservation of family histories while maintaining and enhancing the natural beauty of the eight City-owned and operated cemeteries.

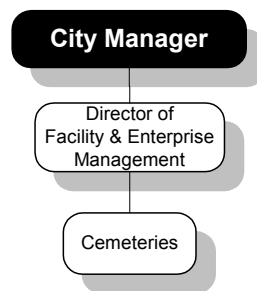
Core Services:

❖ Funeral Service

To provide professional funeral services meeting the needs of our customers in a sensitive and courteous manner.

❖ Cemetery Maintenance

Provide preservation and enhancement of the natural beauty of the eight City-owned and operated cemeteries including both the grounds and the many memorials that make cemeteries special places.



Budget Overview:

The total budget for Cemeteries is \$1,675,000. This is an increase of \$187,898 above the FY02 budget.

Selected Service Highlights

Program enhancements include funding to reset monuments and memorials in some of the City's older cemeteries. The goal is to protect the historic value of these structures, while improving the appearance of cemeteries citywide. Funding has also been budgeted for a program to assist with deployment of new Cemetery Management software.

	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary	1,487,102	1,675,000
Total Permanent Positions	36	36

Cemeteries

Programs and Services		FY 2002 Approved	FY 2003 Approved	Full-Time Positions
Funeral Services	Provide polite, courteous and professional funeral services to over 1,100 funerals annually.	588,449	714,600	15
Cemetery Maintenance	Provide the preservation and enhancement to the natural beauty of the cemeteries while maintaining clean, appealing cemeteries covering over 354 acres of cemetery grounds.	898,653	960,400	21
Total		1,487,102	1,675,000*	36
*Approved budget incorporates annualization of FY02 salary adjustments, increased health care cost and other citywide adjustments made to the base budget.				

Departmental Requests Not Funded: None

Strategic Priority: Public Safety, Community Building					
Tactical Approach:					
To trim grass back from around grave markers each time the turf is mowed.					
Program Initiatives	FY00	FY01	FY02	FY03	Change
Trim Cycles	17	17	18	18	0
% mowing & trimming together	90%	90%	96%	96%	0
% of hours trimming	35%	35%	39%	39%	0
Tactical Approach:					
To generate revenues greater than operating expenses through servicing funerals, sales of cemetery lots and installation of foundations for memorials.					
Program Initiatives	FY00	FY01	FY02	FY03	Change
Funerals per year	1,103	1,139	1,139	1,139	0

Expenditure Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Personal Services	-	1,053,806	1,067,441	1,221,400	153,959
Materials, Supplies, and Repairs	-	148,487	156,232	155,000	(1,232)
General Operations & Fixed Costs	-	169,350	196,050	230,700	34,650
Equipment	-	38,822	57,379	41,700	(15,679)
All Purpose Appropriations	-	21,210	10,000	26,200	16,200
Total	-	1,431,675	1,487,102	1,675,000	187,898

Cemeteries

Revenue Summary					
	FY00 Actual	FY01 Actual	FY02 Budget	FY03 Budget	Increase (Decrease)
Services – Cemeteries	-	670,955	674,000	674,000	0
Deposits – Cemetery Trust Fund	-	0	143,300	143,300	0
Fees – Cemetery Foundation	-	173,067	147,600	147,600	0
Sales – Cemetery Lots & Graves	-	327,879	374,700	350,000	(24,700)
Cost Recovery	-	-	-	300,000	-
Operating Transfer In	-	-	-	60,100	-
Total	-	1,171,901	1,339,600	1,675,000	(24,700)

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Maintenance Supervisor II	MAP07	37,198	59,469	1		1
Assistant Superintendent of Cemeteries	MAP11	47,854	76,502	1		1
Groundskeeper	OPS04	18,563	29,678	12		12
Equipment Operator II	OPS06	21,591	34,515	6		6
Support Technician	OPS06	21,591	34,515	2		2
Accounting Technician	OPS07	23,318	37,280	1		1
Cemetery Manager I	OPS07	23,318	37,280	2		2
Equipment Operator III	OPS08	25,206	40,295	4		4
Groundskeeper Crew Leader	OPS08	25,206	40,295	3		3
Cemetery Manager II	OPS10	29,537	47,217	3		3
Superintendent of Cemeteries	SRM06	50,955	89,681	1		1
Total				36	0	36

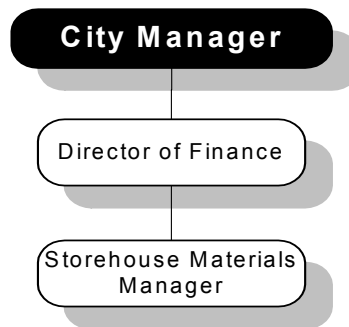
Internal Storehouse Fund

Internal Service Fund Storehouse

Approved Operating Budget – FY 2002-2003

Mission Statement:

Provide operating departments and bureaus timely material support for essential operation, maintenance, and repair of critical citizen services (e.g., fire & paramedical response, water production and distribution, wastewater collection and disposal, storm water control and disposal, and street and bridge maintenance). Additionally, material support is provided to other departments and bureaus in the areas of general use consumable material, employee uniforms, safety equipment, and high use bulky office supplies.



Budget Overview:

The total budget for the Storehouse is \$443,600. This is an increase of \$14,262 over the current FY02 budget. The budget will allow the department to continue to provide timely material deliveries to numerous city departments.

	FY 2001-2002 Approved	FY 2002-2003 Approved
Resource Summary	429,338	443,600
Total Full Time Positions	11	11

Internal Service Fund - Storehouse

	Programs and Services	FY 2002 Approved	FY 2003 Approved	Full-Time Position
Warehousing & Material Support Services	Ensure operational organizations are provided timely material support while maximizing the cost benefits which accrue from consolidated procurement and inventory management.	429,338	443,600	11
Total		429,338	443,600*	11

*Approved budget increases incorporate FY 02 annualization of salary adjustments, increased health cost and other citywide adjustments made to the base budget.

Departmental Requests Not Funded:

Delivery Truck \$30,500

Strategic Priority: Public Accountability, Public Safety

Tactical Approach:

To provide timely and effective warehousing and material support to operating departments.

Program Initiatives	FY 00	FY 01	FY 02	FY03	Change
Total dollar amount of fiscal sales/DTO transactions	2,725,000	2,775,000	2,891,874	2,978,630	86,756
Percentage of annual wall-to-wall inventory accuracy	97.00%	98.00%	98.00%	98.00%	0
Percentage of inventory effectiveness	89.75%	90.50%	92.50%	92.50%	0

Expenditure Summary

	FY 00 Actual	FY 01 Actual	FY 02 Budget	FY03 Budget	Increase (Decrease)
Expenditures Personal Services	371,630	383,854	366,732	390,000	23,268
Materials, Supplies, and Repairs	50,063	52,215	55,958	48,800	(7,158)
General Operations	5,717	5,543	5,648	3,800	(1,848)
Equipment	(9,431)	17,191	0	0	0
All Purpose	700	930	1,000	1,000	0
Total	418,679	459,733	429,338	443,600	14,262

Internal Service Fund - Storehouse

Departmental Staff Summary						
	Pay Grade	Minimum	Maximum	FY 02 # of Positions	Change	FY 03 # of Positions
Materials Manager	MAP11	47,854	76,502	1		1
Storekeeper I	OPS05	20,010	31,990	1		1
Support Technician	OPS06	21,591	34,515	1		1
Accounting Technician	OPS07	23,318	37,280	1		1
Storekeeper II	OPS07	23,318	37,280	5		5
Storekeeper III	OPS08	25,206	40,295	2		2
Total				11	0	11

Special Revenue Funds

Strategic Land Acquisition Special Revenue Fund

Approved Operating Budget – FY 2002-2003

Mission Statement:

Provide resources to assemble land that is in the public's interest.

Core Services:

Norfolk is challenged by being land locked by adjacent cities and surrounding water. The redevelopment of land within the City corporate boundaries requires foresight and planning. This special revenue fund will be a revolving fund used for the purchase of land for future use. Sales of land purchased through this fund and on a case-by-case basis from other revenue sources will be returned to this fund.

Revenue Summary					
	FY 00 Actual	FY 01 Actual	FY 02 Budget	FY03 Budget	Increase (Decrease)
Transfer from General Fund Balance	-	-	-	2,500,000	2,500,000
Total	-	-	-	2,500,000	2,500,000

Expenditure Summary					
	FY 00 Actual	FY 01 Actual	FY 02 Budget	FY03 Budget	Increase (Decrease)
General Operations & Fixed Costs	-	-	-	2,500,000	2,500,000
Total	-	-	-	2,500,000	2,500,000

Public Amenities Special Revenue Fund

Approved Operating Budget – FY 2002-2003

Mission Statement:

Promote cultural and entertainment activity in the downtown area by improving existing and preparing for new downtown civic facilities.

Core Services:

To continue the City's efforts to become a tourist and visitors destination, improvements to existing facilities and planning and preparation for new venues are needed. To provide limited financial resources for this dedicated purpose, revenue from the 1 percent tax increase for the meals and hotel/motel tax is proposed to be reserved. The increased revenue of \$4.26 million generated from the tax adjustment is being used to set up this special revenue reserve to fund needed improvements to public amenities and civic facilities.

Expenditure Summary

	FY 00 Actual	FY 01 Actual	FY 02 Budget	FY03 Budget	Increase (Decrease)
Transfer to CIP Program				1,700,000	1,700,000
Challenge Grants				500,000	500,000
Future Public Amenities Escrow Fund				2,065,000	2,065,000
Total				4,265,000	4,265,000

Revenue Summary

	FY 00 Actual	FY 01 Actual	FY 02 Budget	FY03 Budget	Increase (Decrease)
Taxes – Hotel and Motel Room				684,000	684,000
Taxes - Food and Beverage				3,581,000	3,581,000
Total				4,265,000	4,265,000

Norfolk Airport Authority
Final Budget
Fiscal Year 2003
July 1, 2002 – June 30, 2002

**NORFOLK AIRPORT AUTHORITY
NORFOLK INTERNATIONAL AIRPORT
FINAL BUDGET - FYE 2003
REVENUE**

EXHIBIT A

	FINAL BUDGET FY 2002	PRELIMINARY BUDGET FY 2003	FINAL BUDGET FY 2003
<u>AIRFIELD COST CENTER</u>	\$2,344,935	\$2,885,116	\$3,042,919
Landing Fees	2,344,935	2,885,116	3,042,919
-			
<u>TERMINAL COST CENTER</u>	\$3,971,184	\$5,786,264	\$5,458,587
Airline Space	1,849,518	3,261,330	2,933,653
Non-Airline Space	155,826	300,920	300,920
Airline Reimbursements	355,000	370,000	370,000
Concession Fees	1,335,840	1,528,600	1,528,600
Loan Payments	275,000	325,414	325,414
<u>GROUND TRANSPORTATION COST CENTER</u>	\$15,158,600	\$17,372,225	\$17,372,225
PARKING	10,345,500	12,093,125	12,093,125
RENTAL CAR	4,734,000	5,200,000	5,200,000
GROUND TRANSPORTATION SERVICES	79,100	79,100	79,100
<u>OTHER COST CENTER</u>	\$1,358,966	\$1,312,966	\$1,370,048
Building and Land Rent	308,966	312,966	370,048
Concessions	600,000	525,000	525,000
Cargo Terminal	140,000	200,000	200,000
Fuel Farm	310,000	275,000	275,000
 Total Operating Revenue	 \$22,833,685	 \$27,356,571	 \$27,243,779
 Other Revenue	 \$810,000	 \$710,000	 \$710,000
Interest	800,000	700,000	700,000
Miscellaneous	10,000	10,000	10,000
TOTAL REVENUE	\$23,643,685	\$28,066,571	\$27,953,779

**NORFOLK AIRPORT AUTHORITY
NORFOLK INTERNATIONAL AIRPORT
FINAL BUDGET - FYE 2003 EXPENSES**

**EXHIBIT B
PAGE 1 OF 2**

	FINAL BUDGET FY 2002	PRELIMINARY BUDGET FY 2003	FINAL BUDGET FY 2003
Salaries	\$6,120,000	\$6,530,000	\$6,530,000
Advertising & Promotion	1,404,300	1,407,100	1,427,100
Bond Admin Fee	75,000	3,000	3,000
Consultant Fees	680,000	570,000	570,000
Education & Tuition	64,250	53,600	53,600
Electricity	1,485,000	2,000,000	2,000,000
Employee & Comm Relations	91,350	72,650	72,650
Equip & Office Rental	67,500	69,400	69,400
Fuel & Lubricants	94,400	101,000	101,000
Gas - Natural (Heating)	475,000	705,000	705,000
Hospitalization	466,000	500,000	500,000
Insurance	450,000	562,500	562,500
Landscaping	18,000	18,000	18,000
Laundry - Uniforms	40,000	47,000	47,000
Legal Fees	250,000	275,000	275,000
Maint & Repair	1,900,250	2,579,000	2,579,000
Miscellaneous	4,250	3,700	3,700
Parking Charges	231,440	283,360	283,360
Postage	47,000	50,000	50,000
Publications & Dues	69,505	62,820	62,820
Safety Apparel & Equip	34,000	34,000	34,000
Sanitation	331,000	435,000	435,000
Services	1,830,500	2,432,850	2,511,950
Signs	31,250	31,250	31,250
Social Security	473,000	500,000	500,000
State Insurance	26,700	52,200	52,200
State Retirement	612,000	372,000	372,000
Supplies	397,000	511,500	511,500
Taxes	0	0	0
Telephone	199,030	208,780	208,780
Tools & Equip	119,500	191,500	191,500
Travel	130,000	117,000	117,000
Unemployment Insurance	5,000	10,000	10,000
Uniforms	42,700	40,900	40,900
Water	139,800	162,800	162,800
Sub Total	\$18,404,725	\$20,992,910	\$21,092,010

**NORFOLK AIRPORT AUTHORITY
NORFOLK INTERNATIONAL AIRPORT
FINAL BUDGET - FYE 2003
EXPENSES**

**EXHIBIT B
PAGE 2 OF 2**

	FINAL BUDGET FY 2002	PRELIMINARY BUDGET FY 2003	FINAL BUDGET FY 2003
Loan Payment - VRA	40,775	97,857	97,857
Debt Service - 2001 Bonds	0	1,702,834	1,702,834
Capital Expenditures - Amortized	60,000	60,000	60,000
Capital Expenditures	416,100	570,500	570,500
Payment to City *	1,615,500	1,657,500	1,657,500
TOTAL EXPENSES	\$20,537,100	\$25,081,601	\$25,180,701

***Payment to compensate City of Norfolk (non-sponsoring governmental body) for lost tax revenue per Agreement between Authority and City dated January 18, 2000.**

**Norfolk Airport Authority
Norfolk International Airport
Cost Center Structure**

**EXHIBIT C
Page 1 of 2**

LANDING FEE RATE ANALYSIS -
COMPENSATORY AIRLINE AGREEMENT

	FINAL FY 2002 Budget	PRELIMINARY FY 2003 Budget	FINAL FY 2003 Budget
Airfield O&M Expenses	\$3,966,101	\$4,360,839	\$4,359,644
Airfield Debt Service	0	0	0
Airfield Payment to City	1,076,246	1,104,227	1,104,227
Airfield Capital Expenditures - Amortized	20,000	20,000	20,000
Total Requirement	<hr/> \$5,062,347	<hr/> \$5,485,066	<hr/> \$5,483,871
Total Landed Weight	2,613,021	3,044,546	3,044,546
Landing Fee Rate	\$1.94	\$1.80	\$1.80
Signatory Airlines' Landing Weight	2,413,021	2,844,046	2,844,046
Signatory Landing Fees	\$4,674,876	\$5,123,844	\$5,122,728
Airfield's Share of Airlines' Surplus	\$2,329,941	\$2,238,728	\$2,079,809
Adjusted Signatory Airline Landing Fees	\$2,344,935	\$2,885,116	\$3,042,919
Adjusted Signatory Airline Landing Fee Rate	\$0.97	\$1.01	\$1.07
Non-Signatory Airline Landing Fee Rate	\$1.21	\$1.27	\$1.34

**NORFOLK AIRPORT AUTHORITY
NORFOLK INTERNATIONAL AIRPORT
FINAL BUDGET - FYE 2003**

**EXHIBIT C
PAGE 2 OF 2**

LANDING FEE RATE ANALYSIS

	FINAL BUDGET FY 2002	PRELIMINARY BUDGET FY 2003	FINAL BUDGET FY 2003
LANDING WEIGHTS			
Signatory Carriers			
Air Canada	0	16,700	16,700
American	144,000	260,000	260,000
American Eagle	62,940	108,000	108,000
ASA	0	17,155	17,155
CCAir	7,600	8,500	8,500
ComAir	51,465	67,000	67,000
Continental	159,000	40,920	40,920
Continental Express	46,000	81,960	81,960
Corporate	25,973	0	0
Delta	569,309	660,510	660,510
Chautauqa	0	52,500	52,500
Northwest	139,813	107,141	107,141
Piedmont	250,634	192,900	192,900
Southwest	0	496,866	496,866
TWA	129,000	0	0
TWExpress	0	0	0
United	170,240	0	0
United Express	92,700	168,912	168,912
USAir	564,347	564,982	564,982
Cargo	0	0	0
Non-Signatory Carriers			
Others	200,000	200,500	200,500
TOTAL	2,613,021	3,044,546	3,044,546

Norfolk Airport Authority
Capital Expenditures
 FYE - 6/30/2003

EXHIBIT D

Project	Estimated Cost	Federal Funding	State Funding	Local Funding	R & E Reserve Funding
Replace Vehicle	40,000			40,000	
Total Administration	\$40,000			\$40,000	
Replace Tractor	19,000			19,000	
Replace R/W Expansion Joints	475,000		380,000	95,000	
Install Valves on Apron Drains	75,000		60,000	15,000	
Total Field	\$569,000		\$440,000	\$129,000	
Articulating Boom Lift	50,000			50,000	
Electric Utility Cart	10,000			10,000	
Hoists and Beams to Cooling Towers	40,000			40,000	
Total Arrivals Terminal	\$100,000			\$100,000	
Replace Lower Roof Top	755,000				755,000
Replace Pick-Up Truck	45,000			45,000	
Update Concourse Electronic Signs	25,000			25,000	
Infra-Red Camera and Software	16,000			16,000	
Total Main Terminal	\$841,000			\$86,000	\$755,000
Relocate Control/Squad Room	80,000			80,000	
Total Police	\$80,000			\$80,000	
Portable Radios	17,500			17,500	
Replace Cashier Booths - S/T Arrivals	60,000			60,000	
Upgrade PARC Equipment	900,000				900,000
Replace Vehicle	25,000			25,000	
Total Parking	\$1,002,500			\$102,500	\$900,000
Replace Fire Station Veh Exhaust Sys	165,000		132,000	33,000	
Total Fire	\$165,000		\$132,000	\$33,000	
Total Capital Expenditures	\$2,797,500		\$572,000	\$570,500	\$1,655,000

Note: R&E Funded capital expenditures amortized over the life of the asset.